

# **Regional Processing Centre Guidelines**

## **Transferee Communications Access – Computer Room and Internet Usage**

### **Introduction**

All transferees at Regional Processing Centres (RPCs) have regular access to computer and internet facilities. Access to computer and internet services enables transferee autonomy and can contribute to the wellbeing of transferees.

### **PROCEDURE**

A booking system will be implemented at each RPC to ensure that access to computer and internet services is fair and reasonable for all transferees.

### **USE OF COMPUTERS**

Service providers must, where available:

- facilitate and manage access to computers for transferees to perform functions such as word processing, spreadsheet and the internet;
- ensure transferees seeking to use internet or computer services, understand and sign the conditions of computer use before they can access any internet services or desktop computer; and
- facilitate supervised access to a printer.

### **INTERNET SERVICES**

The Service Provider will:

- facilitate and manage reasonable access by transferees to internet services at the site including use of email;
- ensure appropriate and current filtering software, supervision and other measures as necessary are in place to restrict access at the Site by transferees to:

- pornographic and other prohibited sites, containing or promoting illegal acts or inciting violence or hatred;
- personal software;
- file transfer protocol sites, software or data; and
- prohibited sites in foreign languages

## **MANAGEMENT**

- Service Providers must manage transferee access to facilities including maintaining a booking system.
- Service Providers should ensure that sufficient access is provided to Transferees to ensure communication is possible across a diverse range of time zones. (Availability will depend on both transferee and computer numbers, however it is expected that the booking system will allow each transferee internet access of one hour on a regular basis where practicable, ensuring fair and equitable use for all transferees. If transferees experience issues with the internet connection during their allotted time, this time is to be taken into account.
- The facility is to be supervised by appropriate service provider personnel at all times. Service provider personnel will actively monitor transferee internet usage to ensure that transferees are supported and that only appropriate content is accessed.

This document is managed by the garrison service provider in consultation with other service providers.